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Paper No. 9

MCKEE VOORHEES & SEASE PLC  
801 GRAND AVENUE  
SUITE 3200  
DES MOINES, IA 50309-2721

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JUN 12 2002

In re Application of	:	OFFICE OF PETITIONS
Kimberly Ann Pfiffner et al	:	
Application No. 09/918,091	:	DECISION GRANTING STATUS
Filed: July 30, 2001	:	UNDER 37 CFR 1.47(A)
For: METHOD, SYSTEM AND APPARATUS	:	
FOR ENTERPRISE CUSTOMER CONTACT	:	
MANAGEMENT	:	

This is a decision on the petition filed June 7, 2002 and supplemented on June 10, 2002, requesting reconsideration of a decision mailed April 19, 2002, which refused to accord 37 CFR 1.47(a) status to the above-identified application.

The petition is granted.

Petitioner has shown that the non-signing inventor has refused to join in the filing of the above-identified application.

The above-identified application and papers have been reviewed and found in compliance with 37 CFR 1.47(a). This application is hereby accorded Rule 1.47(a) status. As provided in Rule 1.47(c), this Office will forward notice of this application's filing to the non-signing inventor at the address given in the petition. Notice of the filing of this application will also be published in the Official Gazette.

Telephone inquiries regarding this decision should be directed to Petitions Examiner Wan Laymon at (703) 306-5685.

This application is being forwarded to Initial Patent Examination Division for further preexamination processing.

*Frances Hicks*  
Frances Hicks  
Lead Petitions Examiner  
Office of Petitions  
Office of the Deputy Commissioner  
for Patent Examination Policy



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KELM BRUESCHKE  
1692 N.W. 86TH STREET  
APARTMENT 4  
CLIVE, IA 50325

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JUN 12 2002

OFFICE OF PETITIONS

In re Application of  
Pfiffner; Brueschke; Frett; Hamer; Kreider; Rants; Weinecke; Winchel; and  
Zimmermann

Application No. 09/918,091

Filed: July 30, 2001

For: METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE CUSTOMER  
CONTACT MANAGEMENT

Dear Mr. Brueschke:

You are named as a joint inventor in the above identified United States patent application, filed under the provisions of 35 U.S.C. 116 (United States Code), and 37 CFR 1.47(a), Rules of Practice in Patent Cases. Should a patent be granted on the application you will be designated therein as a joint inventor.

As a named inventor you are entitled to inspect any paper in the file wrapper of the application, order copies of all or any part thereof (at a prepaid cost per 37 CFR 1.19) or make your position of record in the application. Alternatively, you may arrange to do any of the preceding through a registered patent attorney or agent presenting written authorization from you. If you care to join in the application, counsel of record (see below) would presumably assist you. Joining in the application would entail the filing of an appropriate oath or declaration by you pursuant to 37 CFR 1.63.

Telephone inquiries regarding this communication should be directed to Wan Laymon at (703) 306-5685. Requests for information regarding your application should be directed to the File Information Unit at (703) 308-2733. Information regarding how to pay for and order a copy of the application, or a specific paper in the application, should be directed to Certification Division at (703) 308-9726 or 1 (800) 972-6382 (outside the Washington D.C. area).

*Frances Hicks*  
Frances Hicks

Lead Petitions Examiner  
Office of Petitions  
Office of the Deputy Commissioner  
for Patent Examination Policy

cc:

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